



March 25, 2020

The Public Service Commission of SC
101 Executive Center Dr, Suite 100
Columbia, SC 29210

Re: Docket 2020-106-A
Order 2020-228

Dear Commissioners:

This letter is to inform you that Kiawah Island Utility, Inc. and South Carolina Water Utilities, Inc. have suspended disconnection of services for non-payment during the COVID-19 State of Emergency

Additionally, we made the decision to cease charging late fees on delinquent accounts until we receive word from the Commission that we can begin charging them again.

We have prepared an announcement that will be displayed on our Utility statements which will be reflected on our next billing cycle. A copy of that notice is included for reference.

Respectfully,

A handwritten signature in blue ink that reads "Becky Dennis".

Becky Dennis
Director of Operations
Kiawah Island Utility, Inc. and South Carolina Water Utilities, Inc.

CC: Craig Sorensen, President



Customer Service: 877-405-1742
 Emergencies: 843-768-0641

Account Number: [REDACTED]
 Customer ID: [REDACTED]
 Invoice Number: [REDACTED]

Billing Date: 12/11/2019
 Total Amount Due By: 01/06/2020

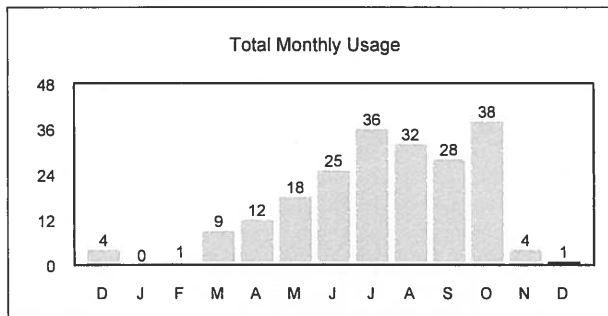
Service Address: [REDACTED]

Current Reading Based on Actual

Meter Size Rate Type	Meter Read Dates		Number Of Days	Meter Reading		Usage 1000 Gallons	Meter Number
	From	To		Previous	Current		
5/8" - R	11/12/19	12/09/19	28	5636	5637	1	[REDACTED]

Water Usage History - 13 Month Usage in KGal*

*KGal = 1000 Gallons



Legend: Previous Month's Usage Current Month's Usage

Message Center

!!! SEE REVERSE FOR INFORMATION ABOUT OUR MANY PAYMENT OPTIONS!!!

In order to prioritize core operations to protect your water, we are suspending all disconnections and collection processes, including late fees on all accounts until further notice. By doing so, we are also minimizing employee contact with the public and maintaining our focus on what is needed most at this time-safe, clean and reliable water.

Rate Schedules Furnished Upon Request.

Please detach and return the bottom portion with your payment, or pay online at www.swwc.com/myaccount/

Kiawah Island Utility, Inc.
 31 Sora Rail Rd
 Kiawah Island, SC 29455

Account Number: [REDACTED]

Total Amount Due By 01/06/20:

\$68.27

Please make check payable to:
 Kiawah Island Utility, Inc.

Please check here and see reverse for address and phone corrections.

Amount Enclosed

\$

Kiawah Island Utility, Inc.
 31 Sora Rail Rd
 Kiawah Island, SC 29455

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South Carolina Water Utilities

A SouthWest Water Company

Customer Service: 877-977-7992
Emergencies: 877-977-7992

Account Number: [REDACTED]
Customer ID: [REDACTED]
Invoice Number: [REDACTED]

Billing Date: 12/06/2019
Total Amount Due By: 01/02/2020

Service Address: [REDACTED]

Based on Actual

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Rate Type	Service Period		Number Of Days	Meter Reading		Usage 1000 Gallons	Meter Number
	From	To		Previous	Current		
R	11/02/19	11/29/19	27	WASTEWATER ONLY			

Message Center

The Customer Care team at South Carolina Water Utilities, Inc. looks forward to serving you. Please refer to our recent welcome letter for important information concerning changes to your account and payment options.

In order to prioritize core operations to protect your water, we are suspending all disconnections and collection processes, including late fees on all accounts until further notice. By doing so, we are also minimizing employee contact with the public and maintaining our focus on what is needed most at this time-safe, clean and reliable water.

Account Summary

Previous Bill Amount	\$53.00
Payment(s) Received through 12/06/19 (Payments after 5:00pm will NOT reflect on this invoice.)	\$0.00
Balance	\$53.00
Current Billing and Other Basic Charges	
Water Fee - Base	\$53.00
Total Current Charges	\$53.00
Total Amount Due By 01/02/20	\$106.00

Rate Schedules Furnished Upon Request.

Please detach and return the bottom portion with your payment, or pay online at www.swwc.com/myaccount/

South Carolina Water Utilities - SCTJ

31 Sora Rail Rd
Kiawah Island, SC 29455

Account Number: [REDACTED]

Total Amount Due By 01/02/20:

\$106.00

Please make check payable to:
South Carolina Water Utilities - SCTJ

Please check here and see reverse for address and phone corrections.

Amount Enclosed

\$									
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South Carolina Water Utilities - SCTJ
31 Sora Rail Rd
Kiawah Island, SC 29455

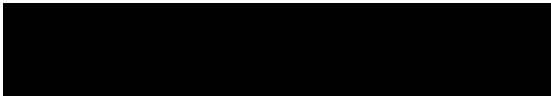
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South Carolina Water Utilities

A SouthWest Water Company

Customer Service: 877-977-7992
Emergencies: 877-977-7992



Billing Date: 02/18/2020

Total Amount Due By: 03/16/2020

Service Address:



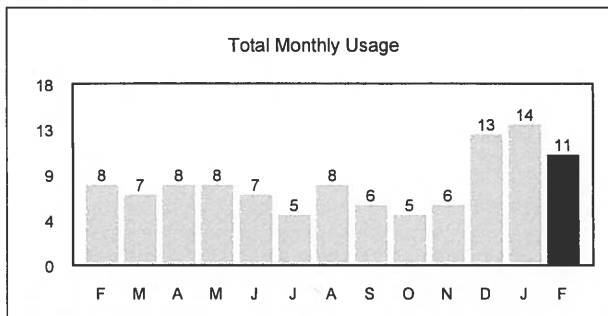
Current Reading Based on Estimate

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Meter Size Rate Type	Meter Read Dates		Number Of Days	Meter Reading		Usage 1000 Gallons	Meter Number
	From	To		Previous	Current		
5/8" - R	01/17/20	02/13/20	28	1770	1781	11	[REDACTED]

Water Usage History - 13 Month Usage in KGal*

*KGal = 1000 Gallons



Legend: Previous Month's Usage Current Month's Usage

Account Summary

Previous Bill Amount	\$459.83
Payment(s) Received through 02/18/20 (Payments after 5:00pm will NOT reflect on this invoice.)	\$0.00
Balance	\$459.83
Current Billing and Other Basic Charges	
Water Fee - Base	\$32.09
Sewer Fee - Base	\$59.24
Water Fee - Consumption	\$60.94
Total Current Charges	\$152.27
Total Amount Due By 03/16/20	\$612.10

Message Center

The Customer Care team at South Carolina Water Utilities, Inc. looks forward to serving you. Please refer to our recent welcome letter for important information concerning changes to your account and payment options.

In order to prioritize core operations to protect your water, we are suspending all disconnections and collection processes, including late fees until further notice. By doing so, we are also minimizing employee contact with the public and maintaining our focus on what is needed most at this time-safe, clean and reliable water.

Rate Schedules Furnished Upon Request.

Please detach and return the bottom portion with your payment, or pay online at www.swwc.com/myaccount/

South Carolina Water Utilities - SCHI

31 Sora Rail Rd
Kiawah Island, SC 29455

Account Number: [REDACTED]

Total Amount Due By 03/16/20:

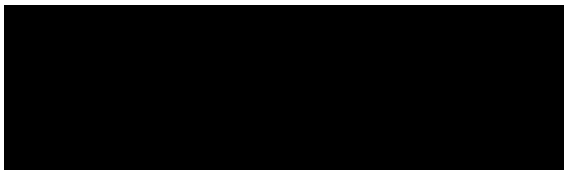
\$612.10

Please make check payable to:
South Carolina Water Utilities - SCHI

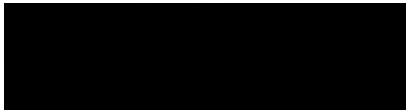
Please check here and see reverse for address and phone corrections.

Amount Enclosed

\$									
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South Carolina Water Utilities - SCHI
31 Sora Rail Rd
Kiawah Island, SC 29455



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